

Skyworth TV + Dominate: Installer SOP

1) Before you start

- Confirm site access is clear and safe
- Unbox and inspect TV and media player if used
- Verify power at the wall and that the LAN point is live
- Have the client's designated Google account ready for sign-in
- Label the screen name you'll register by SMS later

2) Mount and cable the TV

1. Mount the TV securely to the wall or stand
2. Connect AC power to the TV
3. Connect a wired LAN cable to the TV if available, else plan for Wi-Fi
4. Power on the TV and complete the first-run wizard
 - Set language and region
 - Join Wi-Fi if no LAN
 - Skip promotional features not needed

3) Sign in with the client's Google account

Do **not** use any shared test credentials. Use the client's own Google account or an account they designate.

1. On the TV go to **Settings → Accounts & Sign-in**
2. Choose **Add account** then sign in with the client's Google account
3. Approve any prompts on the client's phone if 2-step verification is enabled

4) Choose how Dominate runs

You have two supported paths. Use **A** if you will install the app on the TV, or **B** if you will run Dominate from an external media player that already has it loaded.

A) Dominate installed on the TV

1. Open **Google Play Store**
2. Search for **Dominate** and install
3. Open Dominate once to finish its setup

B) Dominate via external media player

1. Mount or secure the media player behind the TV or in the rack
2. Connect **HDMI** from the media player to the desired TV HDMI port
3. Connect **LAN** to the media player if available, else join Wi-Fi on the player
4. Power the player on and confirm Dominate is already installed and launches

5) Allow "Display over other apps"

This lets Dominate stay on top of the Android TV UI.

1. On the TV open **Settings → Apps → Special app access → Display over other apps**
2. Select **Dominate** and set **Allow**
 - On some Skyworth menus this path is **Settings → Apps → See all apps → Special app access → Display over other apps**

6) Enable Developer options and required settings

1. Go to **Settings → Device Preferences → About**
2. Find **Build number** (on some Skyworth sets it may read **TV OS build**)
3. Click it **7 times** to enable **Developer options**
4. Back out to **Device Preferences → Developer options**
5. Turn **Stay awake On**
 - This prevents the set from sleeping during long playback or charging states

7) Register the screen with your team

1. Launch **Dominate**
2. In Dominate, display the **QR code / screen ID**
3. SMS or WhatsApp the **QR code** and **screen name** to **066 399 9018**
 - Example naming: *Pick n Pay Lintons Corner Butchery Right Horizontal*
4. Wait for confirmation that the device is visible in the CMS

8) Configure auto-start on power-on

Your goal is that when the TV powers on, Dominate is on screen without extra steps.

If Dominate is on the TV

1. Open **Dominate → Settings** and enable any **Start on boot** or **Auto-launch** option if the app provides it
2. On the TV open **Settings → Apps → Dominate** and ensure **Open by default** or similar is allowed if present
3. Optional but recommended: **Settings → Device Preferences → Power**
 - Set **Power on behavior** to **Last input** or **Home** depending on which reliably returns to Dominate on your model
4. Disable any screen savers
 - **Settings → Device Preferences → Screen saver → Off**

If Dominate is on a media player

1. Enable HDMI-CEC on both TV and player so the TV switches to the correct input on boot
 - TV: **Settings → Inputs → HDMI-CEC** (naming varies) → **On**
 - Player: enable **CEC** and **Auto power on TV** if available
2. Set the TV's **Power on behavior** to **Last input** so it returns to the HDMI port with the player
3. On the player enable any **Start on boot** setting inside Dominate so it opens as soon as the player powers up

9) Power cycle and verify auto-start

1. **Power off** the TV with the remote or hard switch
2. Wait 10 seconds
3. **Power on** the TV
4. Confirm the following without touching the remote
 - If using TV app: Dominate appears and displays content
 - If using media player: the TV switches to the correct HDMI and Dominate is on screen

10) Network and content checks

- Verify the device has Internet access
- Confirm Dominate is receiving content from the CMS
- Let a full playlist loop once with no interruptions
- Confirm **Display over other apps** stays allowed

11) Final handover

- Tidy cables and remove all on-screen prompts
- Show the client how to power the TV on and off
- Document the screen name you registered and the physical location
- Take completion photos if required and file them with the job

Quick troubleshooting

- **Dominate does not stay on top** → Re-enable **Display over other apps**
- **TV shows home screen on boot** → Set **Power on behavior** to **Last input** or enable the app's **Start on boot**
- **No auto switch to HDMI** → Ensure HDMI-CEC is enabled on both TV and player
- **Screen sleeps** → Confirm **Stay awake** is on and screen saver is off